Chinook 101

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About Chinook

Chinook 1.0 is a user developed application (UDA) suite sanctioned for use within IRCC. It was developed by the Department to make application processing more efficient. It is a standalone, Microsoft Excel-based tool that streamlines the administrative steps required for the processing of applications. With this tool, application information is extracted from the client's submitted application recorded within the Department's system of record, the Global Case Management System (GCMS) and presented within Chinook. Decision makers are required to review all applications and render decisions based on the information presented before them. *While Chinook is a standalone tool, there is functionality that allows for the direct import of officer actions prepared in Chinook to GCMS.* In this regard, Chinook does not fundamentally change the way applications are processed.

Chinook in simple terms

The general operating principle of Chinook is to extract data from GCMS and present it in Excel, allowing users to view details from multiple applications simultaneously outside GCMS for bulk processing, realizing considerable processing efficiency gains. It is always the officer—not the Chinook tool—who gives the rationale for and who ultimately renders decisions in GCMS.

Chinook does not utilize artificial intelligence (AI), nor advanced analytics (AA) for decision making, and there are no built in decision-making algorithms.

Chinook 1.0 consists of six different functions:

- 1 – **File Management**: Sorts an office's open applications according to the activity that needs to be completed next. Users use the functionality to assign themselves applications from a list of activities. The list can be used to populate other functionality in Chinook or taken straight to GCMS for action.

- 2 – **Pre-Assessment**: A dynamic template for pre-assessment steps and notes that are customizable according to the office's needs.

- 3 – **Decision-Maker:** Displays information stored in GCMS in a more user-friendly way, allowing for increased productivity. All application decisions and reasons for decision are recorded in GCMS.

- 4 – **Post-Decision**: A refusal note generator and batch processing options.

- 5 – **Indicator Management:** A rule builder for local and global risk and positive factors.

  If a flag is entered, it will be viewable by decision-makers via Decision-Maker functionality that recommends verification or other further action, as applicable.

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Chinook Tool Screenshots

Chinook Tool Screenshots.pptx (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/447130005)

Basic Chinook Details

Basic Details				
	Chinook	**Chinook 1.5**	**Chinook+ (Mod 3)**	**Chinook AWS**
Initial launch date	- **IN & CN:** Dec. 7, 2018	Usability testing in Production - **Mexico:** Nov 1, 2021 - **CPC-O:** Nov. 1, 2021 - **Manila:** Nov. 22, 2021 - **Singapore:** Nov. 22, 2021 - **Beijing:** Nov. 22, 2021 - **Shanghai:** Nov. 22, 2021 - **Ho Chi Minh:** Nov. 22, 2021 - **Paris:** Jan. 10, 2022 - **Nairobi:** Jan. 10, 2022 - **Vienna:** Jan. 10, 2022 - **Warsaw:** Jan. 10,	- **IN & CN:** May 18, 2020	- MVP planned for June 2022

		2022		
Platform	Excel	Azure/Dynamics (Cloud based)	Excel	AWS Amazon Web Services (Cloud based)
Key functionalities	- File Management - Pre-Assessment - Decision-Maker - Post-Decision - Indicator Management	- Migrate all of Chinook 1.0 to the cloud environment web based	- Chinook 3 +	- In development

Chinook Governance & Access

Governance & Access				
	Chinook	**Chinook 1.5**	**Chinook+ (Mod 3)**	**Chinook AWS**
Developed by	IN & CN Transferred to JL: Sept. 2020	JL	JL	JL
Maintained by	JL	JL	JL	JL
Access controlled by	IN Chinook	JL	IN Chinook	JL
Data packet access controlled by	IN Chinook	JL	IN Chinook	JL

Chrono – Chinook Evolution

Task	Communication	Responsible	Date

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Module 1 and 3/4 Roll-Out Phase One: Incubator Group Missions Abu + Riyadh; Manila [+ Colombo]; Ankara + Bucharest; Paris + Bucharest; London *Go Live*	Chinook - coming to a Mission near you! 05.25.2018.03.49.19.PM 05.25.2018.03.49.26.PM (http://gcdocs2/otcs/cs.exe/link/377361985)	Incubator Reps	May 18 2018
Module 1 and 3/4 Roll-Out Phase Two: **China Network; Mexico; Los Angeles; India Network; Nairobi; Singapore; CPC-O** **Go Live**	Chinook - coming to a Mission near you! 05.25.2018.03.49.19.PM 05.25.2018.03.49.26.PM (http://gcdocs2/otcs/cs.exe/link/377361985)	Area Experts	June 18 2018
Module 1 and 3/4 Roll-Out Phase Three: **Go Live**	Chinook Release Announcement Friday December 7 12.05.2018.03.39.46.PM 12.05.2018.03.39.47.PM (http://gcdocs2/otcs/cs.exe/link/377357520)	Area Experts	December 7, 2018
Module 2 Release **Go Live**	Chinook - NEW MOD2 VERSION (1.0.2) 10.03.2019.02.12.14.AM 10.03.2019.02.12.32.AM (2) (http://gcdocs2/otcs/cs.exe/link/377412213)	Area Experts	September, 2019
Module 5 Roll-Out **Go Live**	RE Module 5 release 07.31.2020.11.45.36.AM 07.31.2020.11.45.37.AM (http://gcdocs2/otcs/cs.exe/link/377376052)		November 20, 2019

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Major Release Module 3 -4	Major release of Chinook Module 3 - Dec. 16th, 2020 12.16.2019.08.26.53.AM 12.16.2019.08.26.00.AM (http://gcdocs2/otcs/cs.exe/link/377356462)	Area Experts	December 16, 2019
Mini Release Module 1-3-4	HEADS UP - Minor release of Chinook Module 3 - 06-JUL-2020 07.03.2020.02.25.42.PM 07.03.2020.02.25.43.PM (http://gcdocs2/otcs/cs.exe/link/377353032)	Area Experts	July 6, 2020
Release Module 2 vs.14 *Inform no Module 6 and Handover to Journey Lab for* *Chinook 2.0 cloud base product*	Chinook 1.0 Excel Tool - Release Module 2 v14 08.26.2020.09.03.23.AM 08.26.2020.09.03.00.AM (http://gcdocs2/otcs/cs.exe/link/379636458)	Area Experts	August 26, 2020
Mini Release Module 1 vs. 2.2 and DLI	Chinook - Module 1 Minor Release version 2.2 & Update Daily Data for DLI / Module 1 version mineure 2.2 et mise à jour des données quotidiennes des EED 10.30.2020.05.11.24.PM 10.30.2020.05.11.25.PM (http://gcdocs2/otcs/cs.exe/link/384002583)	Area Experts	October 30, 2020
Release - Chinook+	Release - Chinook+ installation Instructions / Mise en place - Les instructions d'installation de Chinook+ (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435582448)	All Missions	May 18, 2020

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Release - Chinook+ version 4.8.39 / Mise en place - Chinook+ version 4.8.39	Release - Chinook+ version 4.8.39 / Mise en place - Chinook+ version 4.8.39 (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435585241	All Missions	July 29, 2020
Release - Chinook+ version 4.8.40 / Mise en place- Chinook+ version 4.8.40	Release - Chinook+ version 4.8.40 / Mise en place- Chinook+ version 4.8.40 https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435582377	All Missions	September 22, 2020
Release - Chinook+ version 4.8.43 / Mise en place- Chinook+ version 4.8.43	Chinook+ version 4.8.43 / Mise en place- Chinook+ version 4.8.43 https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435584059	All Missions	November 9, 2020

Privacy Risk Assessment

PRA Action Plan

Recommendation for PRA - For the Directive on PIAs, IN successfully make the point that Chinook is not a "substantial modification" to existing programs and activities as per section 6.3.1 which is why ATIP and IN agreed on a PRA (new to IRCC) instead of the more formal PIA.

https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18308#appA

Approval from ATIP no PIA required - RE PIA for GCMS data pulls 06.06.2018.10.08.36.AM 06.06.2018.10.08.37.AM (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/319910556)

Chinook Privacy Risk Assessment - Chinook PRA.Version Final Aug 2019.pdf (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/434800321)

 Chinook PRA Action Plan - Chinook Action Plan word.docx (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/364313270)

Legal Opinion

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IT Security Opinion

Chinook v1.1 - Security Assessment Report (SAR).docx
(https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/362355093)

Chinook v1.1 - Authorization Decision Letter (ADL) - Signed.pdf
(https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/362357193)

Information Management Opinion

ROD - IM Meeting (June 22 2020).docx (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/371807625)

Mod 5 Governance

Chinook Module 5

Module 3 (Decision Maker) of Chinook. Module 5 was
and continues to be developed in collaboration between the International Network (IN) who has
ownership of the tool, Centralized Network (CN), Domestic Network (DN), Operational Performance and
Planning Branch (OPPB) - Advanced Analytics Solutions Centre, and the Integrity Risk Management
Branch (IRM). The Module 5 governance structure provides high-level supplementary information for
the Chinook governance document. The Module 5 lead for Chinook is the International Network's
Irregular Migration and Risk Indicator (IMRI) team.

Governance Framework - Chinook Mod 5 - FINAL - approved - 20201207.pdf
(https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/386835839)

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Quantitative Performance (December 2020)

- 18 – 30 % Efficiency Gains in Decision Making;
- Chinooks ensures consistent decision making - refusal rates in-line with decision making averages;
- Officers are able to make decisions much more quickly than before with more client and application information presented in a condensed format within Chinook, reducing navigation in GCMS;
- Manage workload distribution.

Chinook - Quantitative Performance.docx (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/434670746)

Chinook Training

Chinook training delivered to all users by users on Modules 1 -5 ending September 2020. Training remains available to new users at the links below.

- Chinook 1.0 Training Plan.pptx (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/370897120)
- Webex Module Training 2020 (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/375864241)
- User Manuals 2020 (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/376868062)

Media Responses - Chinook

- **Key messages on Chinook** https://gcdocs2.ci.gc.ca/otcs/cs.exe/open/436831845
- Chinook - Media Enquires.docx (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/436281149)

Approved by: LMB, DG COMS, DG Legal and DG IN

November 8, 2021

Response to Toronto Star and The Logic

Chinook is a standalone, Microsoft Excel-based tool that streamlines the administrative steps that would otherwise be required in the processing of applications. Immigration application information is extracted from the client's submitted application and presented within Chinook, allowing IRCC officers to be more efficient. The information presented in Chinook is all available

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in IRCC's Global Case Management System (GCMS), which remains the system of record. Full details on the Chinook tool and how it is utilized have been provided to the Federal Court. Decision makers are required to review all applications and render their decisions based on the information presented before them. Chinook does not fundamentally change the way applications are processed, and it is always the officer that gives the rational for the decisions and not the Chinook tool.

Chinook is an IRCC-sanctioned tool. It was developed by the department to make applications processing more efficient. It is a standalone tool, meaning it is not directly connected to GCMS. It simply displays information stored in GCMS in a more user-friendly way, allowing for increased productivity.

- **INQUIRY OF MINISTRY**
  <u>QUESTION NO./NO DE LA QUESTION - Q-125</u>
  BY / DE Mr. Brunelle-Duceppe (Lac-Saint-Jean)
  DATE : November 30, 2021

  https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/436304925

  <u>QUESTION NO./NO DE LA QUESTION - Q-315</u>
  BY / DE Mr. Redekopp (Saskatoon West)
  DATE : February 7, 2022
  https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=446834635

  <u>QUESTION NO./NO DE LA QUESTION - Q-316</u>
  BY / DE Mr. Redekopp (Saskatoon West)
  DATE : February 7, 2022
  https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=446845094

Hand Over of Chinook (IN to Projects Branch (EPMO) to Digital Journey Lab)

	Lead	Dates	Objective

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Phase 1	Operations (IN/CN/DN)	January 2018 – May 30, 2020	Chinook tool was developed by the Operations Sector in order to simplify and streamline temporary resident processing and manage workload distribution. The first phase of the project was designed to extract data from the Global Case Management System (GCMS) and save the data in GCDocs. Operations Sector staff then input the data into MS Excel to review and make decisions in a more intuitive and user friendly manner.
		December 10, 2018	EXCOM meeting, the Chinook project was identified as a Must-Do High project as part of the prioritization exercise
Phase 2	Projects Branch	January, 2019	Responsible for the maintenance of Chinook 1.0 and the delivery of Chinook 2.0
		July 22, 2020	Transformation DG Core - approved the following transfer of responsibilities from Projects Branch to Digital Journey Lab (DJL) – Officer Team.
	Transfer - Projects Branch to Journey Lab	August, 2020	Maintenance of Chinook 1.0 tool Migration/Stabilization of Chinook 1.0 tool from Excel to Cloud platform

Myth Busting – Drafts

- 1-PAGER - Mythbuster - Processing Tools & Tech [DRAFT] *– not yet DG approved, flagged as draft in header.* https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435274667

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s.16(1)(b)

s.16(2)(c)

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- Long version - Mythbuster - Processing Tools & Tech [DRAFT] - *not yet approved, flagged as draft/not for distribution in header.* https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/434713205

Chinook Exposition Demo's

A comprehensive walkthrough of the Chinook tool with explanation and functionality.

Chinook + To be inserted video demo   Highlighted in the original document.

New features in Chinook and GCMS to help improve the decision-maker experience while processing TRV applications.

Several features have been built to create a link between Chinook and GCMS, which will now allow decision-makers to:

1. **Support Final Decision Administrative tasks:**
   Using the new tools, decision-makers can now streamline tasks that were previously done manually such as:

   - Final Decision entry,
   - Pasting notes
   - Entry of refusal grounds
   - Generation and sending of passport request/refusal letters
   - Generating counterfoils
   - Setting counterfoil print queue

2. **See Increased Biometrics Details in Chinook:**
   Chinook will now display a roll-up of the detailed biometrics information typically found in the

3. **Facilitate Biometrics Administrative tasks:**
   Decision-makers can now indicate their Biometrics decision in Chinook, and the entry of this information into GCMS is streamlined.

   – presentation capturing time savings

   - TRV Officer Chinook sprint 2 video take 2.mp4
     (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435915241)

Chinook 1.5 Cloud Platform Overview

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Migrate all of Chinook 1.0 to the cloud environment web based. The cloud has a cleaner look and is more customizable. In the cloud, will not be limited to GCMS release dates: may come every few weeks instead of every few months, making the tool more responsive. Using agile methodology, constantly developing and evolving the tool. Coming out with a minimal viable product to go live. Then taking feedback, fixing bugs and gradually improving the tool.

- Chinook Demo 2.0.mp4 (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/435913347)

Chinook Key Messages for CIMM/QPN

- **Chinook Development and Implementation in Decision-Making:**
  https://gcdocs2.ci.gc.ca/otcs/cs.exe/Overview/447491991

- **IRCC's response to a request for information made by the Standing Committee on Citizenship and Immigration on February 17, 2022**

  Response - CIMM 7.05 Chinook Tool (2022-01219606):
  https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/448067436

  Response – CIMM 7.08 Applications processed from 2015 to the implementation of Chinook

  https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/448975813

  CIMM 7.8 TR Processed and Chinook.xlsx

  https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/448975813

Chinook Engagement with Other Government Departments

Department	Date	Participants	Notes

Office of the Privacy Commissioner (OPC)	Nov. 19, 2021	International Network ATIP – Integrated Corporate Business Branch OPC	FW Consultation Summary – OPC – IRCC – Chinook – November 19, 2021 12.03.2021.03.33.39.PM 12.03.2021.03.33.39.PM (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/437809661)
Treasury Board Secretariat (TBS) –	December 8, 2021	Financial Partnership Branch Strategic Policy and Planning Branch International Network Operational Planning and Performance Branch Transformation Branch Treasury Board Secretariat	IN and Transformation provided an overview of Chinook development and use, including a short demonstration, followed by a Q and A session. Replatforming under the Digital Journey lab was also discussed. - IN DGO confirmed no ROD available.
Immigration Practitioners		-	- JL (Kevin Harrison) consulted for Date & ROD